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Glory to God in the highest, and on the earth peace among men with whom he is well pleased. Luke:2:14 Glory to God in the highest, and on the earth peace among men with whom he is well pleased. Luke:2:14

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## Complaint email to the hotel 給酒店的投訴郵件




You saw an advertisement on the web and decided to book a one-night stay at the Waterfront Hotel. Unfortunately, you were not happy with the experience because the room you got was very different from what you saw on the hotel's website.

Now, write an email to the hotel manager explaining





- why you were disappointed; and
- what you want the manager to do about it.

← → ↺ ↻
http://www.waterfront\_hotel.com

⋮




### Room with balcony and ocean view

-  Wi-fi
-  Room service
-  Air conditioning
-  Non-smoking

~~HK\$1,780~~ **per night**  
**HK\$1,580**

Includes taxes & fees



*Model Essay 1: average standard*

Subject: Request for Resolution Regarding Differences in Room Amenities

Dear Hotel Manager,

I recently had the opportunity to stay at the Waterfront Hotel on April 25th, 2024, having chosen your establishment based on the highly appealing room amenities advertised on your website. Unfortunately, the experience fell short of my expectations, which has prompted me to reach out for a resolution.

I booked a room for \$1580 per night, influenced by the advertised features such as a balcony with an ocean view, air conditioning, and a non-smoking policy. These specific facilities were crucial in my decision, as they promised a comfortable and enjoyable stay.

Upon check-in, I was surprised and disappointed to find that the room assigned to me lacked both the balcony and ocean view, which were pivotal to my booking decision. Instead, the room faced other parts of the building, significantly detracting from the anticipated scenic experience. Furthermore, despite the non-smoking policy advertised, the room had a noticeable smell of smoke which made my stay uncomfortable and raised concerns about the room's ventilation and overall air quality. Worse still, the air conditioning unit was not functional, which exacerbated the discomfort, especially given the premium price paid for supposed top-tier amenities.

The disparity between the advertised room features and the actual room provided not only affected my stay but also altered my perception of the Waterfront Hotel's reliability and service quality. Therefore, I am compelled to request either a partial refund or a significant discount on a future stay, ensuring that the room delivered matches the advertised standards. This gesture would not only rectify the immediate discomfort but also restore my faith in your hotel's commitment to guest satisfaction.

I appreciate your attention to this matter and am hopeful for a prompt and positive resolution. Please feel free to contact me at 9888 8888 at your earliest convenience to discuss this further.

Thank you for your understanding and cooperation.

Yours faithfully,

Chris Wong

Reservation Number: NV2024123

*307 words*

*Model Essay 2: higher achiever*

Subject: Discrepancy Between Advertised and Provided Room Amenities

Dear Waterfront Hotel Manager,

I am writing to express my profound disappointment and dissatisfaction following my recent stay at your hotel on May 3<sup>rd</sup>. I was initially very enthusiastic about my booking, having been drawn in by your website's vivid portrayal of a luxurious room with a balcony, ocean view, seamless WiFi, efficient room service, effective air conditioning, and a non-smoking promise. These amenities, along with your high rating and the steep price of \$1580 per night, set my expectations for a premium experience that would be both memorable and comfortable.

However, my actual experience fell drastically short of these expectations. Upon arrival, I was disheartened to find that the room I was allocated lacked the promised balcony and ocean view—key features that had strongly influenced my decision to book at Waterfront Hotel for what I hoped would be a special evening. Worse still, the WiFi was unreliable, disconnecting frequently, which caused significant inconvenience. The air conditioning also failed to function properly, leaving the room uncomfortably warm and further diminishing my overall comfort. These issues combined to create a stay that was not only uncomfortable but also deeply frustrating.

Feeling quite upset and misled by the stark difference between the advertised amenities and what was provided, I believe that the value of what I received does not reflect the high cost I paid. Therefore, I respectfully request a fair compensation, either in the form of a substantial partial refund or an offer for a complimentary stay in a room that accurately represents what your advertisements promise. This gesture would significantly help in alleviating the disappointment I've experienced and demonstrate your commitment to upholding the integrity of your hotel's advertised standards and guest satisfaction.

I trust you will address this matter with the seriousness it warrants and look forward to your prompt and positive response. Thank you for your attention to this unfortunate matter.

Yours faithfully,

Chris Wong

Reservation Number: NV2024123

*313 words*